

Service Coordinator – NSW

Location: Rutherford NSW

Employment Type: Full-time

The Role

The Service Coordinator provides support to multiple branches across the NSW region; coordinating service technicians to access and attend client sites within the region and beyond. This role is the conduit between customers, Sales, and Operations and plays an integral part in maintaining customer satisfaction by ensuring they receive timely technical support, and smoothly planned maintenance works. This role includes proactive contact with customers, to instigate and provide estimates for repeat maintenance work, and post-service sales activities including quoting parts and additional services for requirements identified by technicians on-site.

A snapshot of the role includes:

- Coordinate on-site job schedules of technicians across the NSW region.
- Proactively liaise with customers to determine their needs, provide estimates, obtain purchase orders, and organise jobs within service standards.
- Provide operational support for technicians on site, and ensure they have the resources and equipment needed for each job.
- Arrange site access for technicians, including coordinating required medicals, inductions, and training.
- Ensure records of service team site inductions, skills, training, and qualifications are maintained.
- Review service reports and create quotes for equipment and service.
- General administrative work as required, such as ordering stationery and supplies.
- Assist customer service from time to time, including greeting walk-in customers, answering phones, raising sales orders, and taking payments.
- Occasional back up support for the warehouse, such as picking and packing, freight booking, and receipting of deliveries.

What we are looking for

This role includes significant coordination between parties, so proven ability to communicate clearly, negotiate effectively, and build rapport quickly is critical.

Additionally, we are also looking for:

- Experience coordinating/scheduling services for business customers in a heavy industry such as construction or commercial trades, ideally with exposure to rigging, lifting, or height safety.
- Experience working in a digital environment utilising Microsoft Office (especially Outlook, SharePoint, and Teams), ERP systems (ideally Business Central), and other digital tools.
- Customer service experience, preferably in a heavy industrial business.
- Must be comfortable proactively calling customers and liaising with them.
- Good geographical understanding of NSW, particularly the Hunter region and North-east NSW.
- Able to occasionally lift up to 20kg, and willing to "get your hands dirty" from time to time.
- Willing to undergo a pre-employment medical, including drug and alcohol screening.
- You have the legal right to work in Australia on a full time, permanent basis.

Who we are looking for

- You know how to make things happen – you are adaptable, able to find solutions, and can effectively coordinate between parties to ensure service delivery.
- You are happy to step in and help your team mates when needed.
- You have a high-level of client focus and support client-led solutions.
- You are patient, and not easily flustered by unexpected change or conflicting priorities.
- You can identify priorities and can act promptly to resolve issues.
- You have excellent organisational skills and keep clear records.
- You are far-sighted – understanding the impact of your actions on the future, and planning/acting to prevent future issues.
- You are good to work with – considerate, professional, and courteous towards customers and colleagues.

- You are adept at learning new information, grasping new concepts quickly, and applying learned knowledge effectively, including technical industrial knowledge, legislation, and standards.
- You are interested in learning, and willing to participate in training and development activities.

How to apply

Step 1: Speak with your manager to express interest or seek support.

Step 2: Submit your application via email to hr@certexlifting.com.au

All applications will be handled with discretion and assessed fairly.